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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

47

Investigator: John La PortaPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 65559Date: 1/3/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Lou

Lenz

Account Name: Fox Hunt Homeowners Association IncHome: [REDACTED]Street: [REDACTED]Work: (000) 000-0000City: Sun City WestCBR:State: AZ Zip: 85375is:Utility Company: Arizona - American Water CompanyDivision: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

FOLLOWING CORRESPONDENCE WAS SENT TO THE COMMISSION

FOX HUNT HOMEOWNERS ASSOCIATION INC.
C/O LOU LENZ[REDACTED]
SUN CITY WEST, AZ 85375December 31, 2007
Commissioners
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007-2927Arizona Corporation Commission
DOCKETED

JAN 04 2008

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AZ CORP COMMISSION
DOCKET CONTROL

2008 JAN -4 P 12:48

RECEIVED

Re: Arizona American Water - Meter Reading Dates

Dear Commissioners:

Previously I wrote a letter dated November 26, 2007 on this same subject. However, I do not know if that letter came to your attention. In any event, I received a telephone call from Mr. LaPorta of your office and also from a representative of Arizona American Water (AAW).

The AAW representative stated that they are permitted to have 25 to 35 days in each billing cycle in accordance with Arizona Corporation Commission (ACC) rules. However, does that permit AAW to have less than approximately 365 billing days in a calendar year? 2007 included only 353 days as shown by the attached enclosure.

The AAW representative stated the reason for the acceleration in meter reading dates was due to "all of theft

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new customers. Well, that reason, pardon the pun, does not hold water. We all assume that AAW is a well-managed company, therefore we assume that AAW meter readers were fully employed in 2005 and 2006. Why then would new customers cause an acceleration in meter reading dates? You would think that new customers would cause more work for the existing meter readers, extending, not accelerating meter reading dates. Sun City West has been 99% built out for many years with very few new customers; why accelerate our meter reading dates?

I stated in my November 26, 2007 letter that the acceleration of meter reading dates will cause our Association to have 13 bills reflected in expense in 2007. The 12/18/06 bill was not due until 1/10/07. Conserving our cash as usual, as has been done for years, we did not pay the 12/18/06 bill until January 2007. The 12/6/07 bill is due 1/2/08. We had to pay that bill in 2007 also to meet the payment due date. The acceleration of the meter reading dates HAS caused Fox Hunt HOA to pay 13 sets of water bills in 2007 from the collection of 12 months of HOA fee assessments. That fee cannot be refitted, as it was by the PAW representative who called me.

John LaPorta stated in our telephone conversation that the acceleration of the reading dates will not affect my bill. Yes, it will. I too will end up paying 13 flat fees (which are extensive) in a 12-month period. I don't believe that should be allowed under ACC rules, which rules, I agree, must be in place to control a monopoly. Although they will deny it, I believe that the acceleration of the meter reading dates was a blatant conscious action by AAW to accelerate cash flow and profits at the expense of a group of senior citizens.

We have one very simple request. The ACC should bring pressure on AAW to commence immediately to have at least 32 days in each billing cycle until each cycle ends somewhere between the 17th and the 24th of each month as it was in 2005 and 2006 as shown by the attached enclosure and to then keep the meter reading dates between the 17th and the 24th in the future. The next meter reading date is scheduled for January 9, which would put 34 days in the next cycle. Therefore AAW has made a little progress; I will keep you posted as to how they progress in 2008.

Your attention to this matter would be greatly appreciated; please let me know if you have any questions.

Sincerely yours,
Fox Hunt Homeowners Association
By: Lou Lenz, President

Enclosure
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

I thanked the customer for writing the Commission regarding his opinion for the Arizona-American rate case. I informed the customer that his opinion will be placed on file with the Docket Control Center of the Commission and will be made part of the record. I also informed the customer that the Commission will also take his opinion into consideration before rendering a decision in the rate application. W-01303A-07-0209. CLOSED.
End of Comments

Date Completed: 1/4/2008

Opinion No. 2008 - 65559

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Substantiated/Un-Substantiated not yet determined

Notes:

Fox Hunt Homeowners Association, Inc.
Comparison of Arizona American Water meter reading dates

W-013 05A-07-6209

	<-----2005----->			<-----2006----->			<-----2007----->			<-----2008----->		
Month	Meter read date	Days in cycle	Bill due date	Meter read date	Days in cycle	Bill due date	Meter read date	Days in cycle	Bill due date	Meter read date	Days in cycle	Bill due date
Jan	01/20	30		01/24	33	02/13	01/19	32	02/13	01/09	34	
Feb	02/18	29		02/23	30	03/15	02/16	28	03/13			
Mar	03/21	31		03/21	26	04/12	03/15	27	04/09			
Apr	04/20	30		04/20	30	05/15	04/12	28	05/07			
May	05/19	29	06/13	05/19	29	06/13	05/14	32	06/06			
June	06/21	33	07/13	06/21	33	07/17	06/13	30	07/09			
July	07/21	30	08/15	07/20	29	08/14	07/16	33	08/08			
Aug	08/19	29	09/12	08/21	32	09/13	08/15	30	09/10			
Sept	09/22	34	10/17	09/20	30	10/16	09/10	26	10/03			
Oct	10/21	29	11/14	10/18	28	11/13	10/09	29	11/01			
Nov	11/18	28	12/12	11/17	30	12/12	11/07	29	12/03			
Dec	12/22	34	01/11	12/18	31	01/10	12/06	29	01/02			
Total days in year		366			361			353			34	
Cycles in year		12			12			12			1	
Average days per cycle		30.5			30.1			29.4			34.0	
Calendar year days		365			365			365			365	
Cycles in year		12			12			12			12	
Average days per cycle in a typical year		30.4			30.4			30.4			30.5	

Days in cycle for 1/24/06 reading date states 35 per bill; only 33 days elapse after 12/22/05 through 1/24/06
Days in cycle for 2/23/06 reading date states 34 per bill; only 30 days elapse after 1/24/06 through 2/23/06
Several other days in the cycle per the bills are incorrect also
The last meter read date and days in cycle for 2008 are based on information from the previous bill